

## MEMORANDUM

6/10/2011

TO: Jennifer Hughes, Director, Department of Permitting Services  
Patrick Lacefield, Director, Office of Public Information  
FROM: Chris Cihlar, CountyStat Manager  
SUBJECT: MC311 Meeting

### **The following items were identified for follow-up during the 6/10/2011 CountyStat meeting:**

Examine overall County strategy for communicating with residents on issues of service and information provision at future CountyStat session.

Responsible parties: CountyStat, PIO  
Other parties involved: none  
Deadline: 8/31/2011

Further analyze text responses from MC311 customer survey to determine root cause for low level of satisfaction in departmental service provision.

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 8/1/2011

Calculate volume of repeat MC311 callers and compare findings to other 311 systems.

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 8/1/2011

Determine cause for decrease in survey response rate.

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 8/1/2011

Refine performance metrics for call handle time and accuracy rate.

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 8/1/2011

Examine nature of Department of Permitting Services customer requests and conduct CountyStat follow-up session

Responsible parties: DPS, PIO  
Other parties involved: CountyStat  
Deadline: 8/1/2011

cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer